

TITLE: Information Systems Technician

IS/7

DEPARTMENT: Information Systems, Fayette County

JOB SUMMARY: This position is responsible for installing and maintaining personal computers and peripherals.

MAJOR DUTIES:

- o Provides technical support and problem solving assistance to county employees regarding computer hardware and software problems; resolves problems over the telephone, on-site, or remotely.
- o Sets up, installs, maintains, and coordinates personal computers and peripheral equipment; installs new and upgraded software packages; installs hard disk drives and additional upgrades.
- o Troubleshoots and resolves problems dealing with wide area networks.
- o Provides customer service to the end user.
- o Creates, completes, and updates documents.
- o Operates county vehicles.
- o Attends staff meetings to discuss current and future projects.
- o Performs other related duties as assigned.

KNOWLEDGE REQUIRED BY THE POSITION:

- o Knowledge of computer hardware and software.
- o Knowledge of wide area networks
- o Skill in the diagnosis and repair of computer problems.
- o Skill in the installation, repair, and maintenance of personal computers and peripherals.
- o Skill in oral and written communication.
- o Skill in the preparation of reports.

SUPERVISORY CONTROLS: The Assistant Information Services Manager assigns work in terms of general instructions. The supervisor spot-checks completed work for compliance with procedures, accuracy, and the nature and propriety of the final results.

GUIDELINES: Guidelines include the Fayette County Employee Handbook, county policies and procedures, and departmental procedures. These guidelines require judgment, selection, and interpretation in application.

COMPLEXITY: The work consists of related technical duties in the installation, repair, and maintenance of personal computers and peripherals. Frequently changing industry standards contributes to the complexity of the position.

SCOPE AND EFFECT: The purpose of this position is to maintain and repair personal computers and peripherals. Successful performance in this position contributes to the increased effectiveness of county operations through the efficient and timely processing of information.

PERSONAL CONTACTS: Contacts are typically with members of the general public, other county employees, and vendors.

PURPOSE OF CONTACTS: Contacts are typically to give or exchange information, resolve problems, and provide services.

PHYSICAL DEMANDS: The work is typically performed sitting at a desk or table or while intermittently sitting, standing, walking, or stooping. The employee frequently lifts light and occasionally heavy objects, climbs ladders, and uses tools or equipment requiring a high degree of dexterity.

WORK ENVIRONMENT: The work is typically performed in an office, computer room, stockroom, or warehouse. Work may be performed outdoors, occasionally in cold or inclement weather.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY: None.

SPECIAL CERTIFICATIONS AND LICENSES: Possession of a valid State of Georgia driver's license (Class C) and a satisfactory Motor Vehicle Record (MVR) in compliance with County Safety and Loss Control Guidelines. Completion of the State of Georgia Department of Transportation Defensive Driving Course and/or Emergency Vehicle Operation Certification within twelve (12) months of employment.

ADA COMPLIANCE: Fayette County is an Equal Opportunity Employer. ADA requires the County to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.

HIPAA COMPLIANCE: The Health Insurance Portability and Accountability Act of 1996, as amended, requires employees to protect the security of Protected Health Information (PHI) however it is obtained, handled, learned, heard or viewed in the course of their work.

DRUG AND ALCOHOL COMPLIANCE: In accordance of Fayette County's Substance Abuse Policy of 1996, as amended, all job applicants offered employment will undergo testing for the presence of illegal drugs and alcohol as a condition of employment. In the course of employment, employees are subject to random, reasonable suspicion, post accident and routine fitness for duty testing for illegal drugs and alcohol abuse. Employees are prohibited to work under the influence, to possess, to distribute or to sell illegal drugs in the work place or abuse alcohol on the job. Confirmed positive is reason for denial of employment and/or termination.

MINIMUM QUALIFICATIONS

- o Knowledge and level of competency commonly associated with completion of specialized training in the field of work, in addition to basic skills typically associated with a high school education.
- o Sufficient experience to understand the basic principles relevant to the major duties of the position, usually associated with the completion of an apprenticeship/internship or having had a similar position for one to two years.